

D365 Copilot in a Day



Agenda

Dynamics 365 Copilot in a Day Workshop is 6 hr workshop designed to help Customer learn generative AI in business applications in Microsoft .Business Applications includes Sales , Customer Service , Field Service , Customer Insights modules of Microsoft Dynamics 365.

Topics to be covered

1. Copilot in Dynamics 365 Sales
2. Copilot in Dynamics 365 Customer Service
3. Copilot in Dynamics 365 Field Service
4. Copilot in Dynamics 365 Customer Insight – Journey
5. Copilot in Project Operation
6. Copilot for Model Driven Apps

Targeted Audience

- CTO
- AI Enthusiast
- Director of Sale & Customer Service
- Program Manager
- Project Team

Copilot in D365 brings the power of next-generation AI capabilities and natural language processing to Dynamics 365, working alongside business professionals to help them create ideas and content faster, complete time-consuming tasks, and get insights and next best actions—just by describing what’s needed .

Dynamics 365 has built-in AI assistance in all its modules that enhances productivity and efficiency. It offers a chat interface for quick summaries of sales opportunities and leads, updates, meeting preparations, account-related news, and much more. Copilot can be integrated with Outlook and Teams for better data management and utilizes its generative AI capabilities for record summarization and email content generation.

Start your generative AI Journey with D365 Copilot in a Day workshop